

# sample letter notify clients employee resignation Workbook

## Sample Letter Notify Clients Employee Resignation

In the professional landscape, clear and timely communication is essential when an employee departs from an organization. A well-crafted letter notifying clients about an employee's resignation ensures transparency, maintains trust, and provides clients with reassurance regarding ongoing services. Whether you're a manager, HR professional, or business owner, understanding how to compose an effective notification letter is crucial. This article offers an in-depth guide, including sample letters, best practices, and key considerations for notifying clients about an employee's resignation.

## Understanding the Importance of Client Notification

### Why Notify Clients About Employee Resignation?

Notifying clients of an employee's resignation is vital for several reasons:

- Maintaining Transparency: Clients appreciate honesty about changes that may impact their service experience.
- Ensuring Continuity: Reassures clients that their projects or accounts will continue smoothly.
- Building Trust: Demonstrates professionalism and commitment to client relationships.
- Preempting Concerns: Prevents misunderstandings or concerns that might arise from unexpected personnel changes.

### When to Send the Notification

Timing is key:

- Immediately after the employee's resignation is finalized to keep clients informed.
- Before the employee's departure date to prepare clients for the transition.
- In coordination with internal planning to ensure a seamless transition.

## Key Components of a Client Resignation Notification Letter

## Essential Elements to Include

A comprehensive notification letter should include:

- Header with your company's details (name, address, contact info)
- Date of the letter
- Recipient's details (client's name and address)
- Salutation
- Introduction stating the employee's resignation
- Details about the employee's last working day
- assurances regarding ongoing service and transition plans
- Introduction of a new point of contact (if applicable)
- Expression of appreciation for the client's understanding and partnership
- Closing remarks
- Signature of the sender

## Sample Structure of the Letter

The letter should be professional, concise, and positive. Here is a typical structure:

- Opening Paragraph: Announce the resignation and express appreciation.
- Middle Paragraphs: Provide details about transition plans and introduce the new contact person.
- Closing Paragraph: Reiterate commitment to service and thank the client.

## Sample Letter Notify Clients Employee Resignation

Below is a sample letter template that organizations can adapt based on their specific circumstances:

[Your Company Name]

[Your Company Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Client?s Name]

[Client?s Company Name]

[Client?s Address]

[City, State, ZIP Code]

Dear [Client?s Name],

Subject: Notification of Employee Resignation

We hope this message finds you well. We are writing to inform you that [Employee?s Name], who has been serving as [Employee?s Position], has decided to resign from their position, effective [Last Working Day, e.g., March 31, 2024].

At [Your Company Name], we greatly value our relationship with you and are committed to ensuring a seamless transition during this period. We want to reassure you that we have put measures in place to continue providing the high level of service you expect.

To facilitate this transition, [New Employee or Current Employee?s Name], who is experienced in [relevant area], will be your new point of contact moving forward. [He/She/They] can be reached at [New Contact Details], and will be available to assist with any ongoing projects or inquiries.

We sincerely appreciate your understanding and support during this transition. Our team remains dedicated to serving your needs with the same professionalism and dedication. If you have any questions or concerns, please do not hesitate to contact us directly.

Thank you for your continued partnership.

Warm regards,

[Your Name]

[Your Position]

[Your Signature (if mailing a hard copy)]

[Your Contact Information]

# Best Practices for Writing Client Resignation Notification Letters

## Maintain Professionalism and Positivity

Always keep the tone professional and positive. Focus on the continuity of service and appreciation for the client's understanding.

## Be Clear and Concise

Avoid lengthy explanations. Clearly state the resignation, transition plans, and contact information.

## Personalize When Possible

Address the client by name and customize details to reflect your relationship and specific situation.

## Ensure Timeliness

Send the notification promptly to prevent uncertainty and maintain trust.

## Coordinate Internally

Work with your team to prepare for the transition, including informing the staff involved and updating internal records.

## Additional Tips for Effective Communication

- Include a contact number or email for further inquiries.
- Offer reassurance regarding ongoing projects or services.
- If appropriate, invite feedback or questions from the client.
- Follow up with a personal call or meeting if necessary.

## Handling Client Reactions and Follow-up

### Expected Client Responses

Clients may express:

- Surprise or concern about the change
- Appreciation for transparency

- Questions about transition plans

## How to Respond

- Be empathetic and understanding
- Provide clear information about the transition
- Reiterate your commitment to quality service
- Offer alternative contacts or solutions if needed

## Post-Notification Follow-up

- Check in with the client after a few days
- Ensure they are satisfied with the transition
- Maintain open lines of communication

## Conclusion

Notifying clients about an employee's resignation is a critical component of professional communication. A thoughtfully written notification letter not only informs clients but also reinforces your organization's commitment to transparency, stability, and excellent service. By adhering to best practices, customizing your message, and ensuring timely communication, you can navigate employee transitions smoothly while maintaining strong client relationships.

Remember, the key is clarity, professionalism, and reassurance—elements that foster trust and demonstrate your organization's dedication to serving its clients, even amidst change.

### **Sample Letter Notify Clients Employee Resignation: An In-Depth Guide to Effective Communication**

In today's dynamic business environment, employee turnover is an inevitable reality that organizations regularly face. When a valued team member departs, it's crucial to communicate this change clearly and professionally—not only internally but also to external stakeholders such as clients. A well-crafted sample letter notify clients employee resignation serves as an essential tool for maintaining transparency, managing expectations, and fostering trust. This article explores the significance of such correspondence, provides detailed insights into crafting effective resignation notification letters, and examines best practices for ensuring smooth transitions that uphold client confidence.

### **The Importance of Notifying Clients About Employee Resignation**

## Building Trust and Maintaining Professionalism

Clients often develop relationships with specific employees, especially those involved in account management, customer service, or specialized projects. When an employee who interacts directly with clients resigns, clients may feel uncertain or anxious about the continuity of service. Prompt, transparent communication demonstrates professionalism and respect, reinforcing the organization's commitment to stability and client satisfaction.

## Preventing Miscommunication and Managing Expectations

Failure to inform clients about employee changes can lead to misunderstandings or assumptions about the company's stability. Clear notifications help manage expectations, reassure clients that their needs will continue to be met, and prevent disruptions in service delivery.

## Protecting Business Relationships

In some cases, clients may have personal or professional relationships with departing employees. A well-structured notification acknowledges these relationships and reassures clients that their interests remain a priority, thereby safeguarding ongoing business partnerships.

## Key Elements of a Sample Client Notification Letter for Employee Resignation

### - Clear Opening Statement

Begin with a direct and respectful announcement of the employee's resignation, including relevant details such as the employee's name, position, and last working day. This sets the tone and provides context.

### - Express Gratitude and Appreciation

Acknowledge the contributions of the departing employee, emphasizing their role in the organization's success. This fosters goodwill and shows respect for the employee's efforts.

### - Reassure Continuity of Service

Assure clients that the organization has plans in place to ensure seamless service. Mention any interim arrangements or new point-of-contact personnel who will handle ongoing communications.

- Introduce the New Point of Contact

If applicable, introduce the new employee or team member who will assume responsibilities. Provide their contact information and invite clients to reach out with questions or concerns.

- Invite Feedback and Maintain Open Communication

Encourage clients to express any concerns and reassure them of the organization's commitment to their satisfaction.

- Closing Remarks

End with a positive note, reaffirming the organization's dedication to maintaining strong client relationships.

## Sample Letter Structure and Content

Here is a detailed breakdown of a typical notification letter, accompanied by an example for clarity:

### Heading and Salutation

- Use professional letterhead, including the company name and contact information.
- Address the client formally (e.g., Dear [Client Name],).

### Body Paragraphs

#### Paragraph 1: Announcement of Employee Resignation

- We wish to inform you that [Employee Name], our [Position], will be resigning from their role effective [Last Working Day].

#### Paragraph 2: Appreciation

- We sincerely appreciate [Employee Name]'s dedication and contributions during their tenure with us. Their expertise has been instrumental in serving our clients' needs.

### Paragraph 3: Assurance of Continuity

- ?Please rest assured that we have implemented measures to ensure the continuity of service. Our team remains committed to providing you with the highest level of support.?

### Paragraph 4: Introduction of New Contact

- ?We are pleased to introduce [New Employee Name], who will be your new point of contact moving forward. [He/She/They] bring(s) extensive experience in [relevant field], and will be reaching out to you shortly to facilitate a smooth transition. You can contact [New Employee Name] at [Email] or [Phone Number].?

### Paragraph 5: Invitation for Feedback

- ?Your satisfaction is our priority. Should you have any questions or concerns regarding this transition, please do not hesitate to contact us.?

### Closing

- Express gratitude for the client?s understanding and continued partnership.
- Sign off professionally (e.g., Sincerely, [Your Name], [Your Position], [Company Name]).

## Best Practices for Drafting and Sending Notification Letters

### Timeliness

- Notify clients promptly once the resignation is confirmed. Early communication minimizes uncertainty and demonstrates transparency.

### Personalization

- Tailor the letter to reflect the specific client relationship and the employee involved. Personal touches reinforce sincerity and professionalism.

### Clarity and Conciseness

- Be clear about the facts without overloading the message with unnecessary details. Maintain a balance between professionalism and warmth.

### Professional Tone

- Use formal language that reflects the company's brand voice. Avoid informal phrases that may undermine credibility.

### Follow-up

- Consider supplementing the letter with a phone call or face-to-face meeting for key clients, especially if the employee played a strategic role.

### Analyzing the Impact of Effective Client Notification

#### Maintaining Client Confidence

Effective communication during employee transitions reassures clients that their interests remain a priority. It demonstrates organizational stability and proactive management.

#### Strengthening Business Relationships

Clients appreciate transparency, which can enhance trust and loyalty. Proper notification fosters a positive perception and may even strengthen the relationship by showcasing professionalism.

#### Minimizing Disruptions

Clear and timely communication allows clients to adjust expectations and establish new points of contact, reducing the risk of service interruptions.

### Challenges and Considerations

#### Sensitive Situations

- If the resignation is due to sensitive circumstances (e.g., dispute, misconduct), the message must be crafted with discretion, balancing honesty with confidentiality.

#### Multiple Client Stakeholders

- For clients with complex organizational structures, consider personalized communication strategies to address different stakeholders effectively.

### Confidentiality and Legal Implications

- Ensure that the notification respects privacy rights and complies with contractual obligations. Avoid disclosing confidential reasons behind the resignation.

### Conclusion

The process of notifying clients about an employee's resignation through a thoughtfully prepared sample letter is a vital aspect of organizational communication. It reflects the company's professionalism, commitment to transparency, and dedication to maintaining strong client relationships. By adhering to best practices such as timely delivery, personalization, clarity, and professionalism, organizations can navigate employee transitions smoothly, minimizing disruptions and reinforcing trust. Ultimately, a well-executed resignation notification letter not only informs but also reassures clients, positioning the organization for continued success amidst change.

**Question** What should be included in a sample letter notifying clients about an employee's resignation? A comprehensive letter should include the employee's name, their last working day, a brief explanation of their resignation (if appropriate), reassurance of continued service, and contact information for further inquiries. **Answer** How can I make the resignation notification letter professional and courteous? Use a respectful tone, express gratitude for the employee's contributions, provide clear information, and offer assistance during the transition to maintain professionalism and positive relations. When is the best time to send a resignation notification letter to clients? Ideally, send the notification as soon as the resignation is confirmed and a transition plan is in place, ensuring clients are informed in a timely manner without causing unnecessary concern. Should I include details about the employee's replacement in the notification letter? If a replacement has been appointed, including their name and contact information can help reassure clients and facilitate a smooth transition. If not, mention that the company is working on a suitable replacement. Is it necessary to personalize the resignation notification letter for different clients? While a standard template works well, personalizing the letter by addressing specific client relationships can demonstrate attentiveness and help maintain strong professional relations. What are some best practices for drafting a sample resignation notification letter to clients? Keep the letter clear and concise, maintain a professional tone, provide relevant details about the resignation and transition plan, and include contact information for further questions to ensure transparency and trust.

**Related keywords:** employee resignation letter, client notification letter, resignation notice template, employee departure letter, professional resignation email, client communication resignation, resignation letter format, employee exit notification, formal resignation letter, client update letter

## Clients are from earth attorneys are from law sch

**clients are from earth attorneys are from law sch:** Bridging the Gap Between Clients and Legal Professionals

In the world of law and justice, a fundamental understanding exists that clients are from earth?representing real individuals with tangible concerns?while attorneys are from law school, equipped with specialized knowledge and skills to serve those clients effectively. Recognizing this distinction is essential for fostering effective communication, building trust, and ensuring justice is served. This article explores the dynamic relationship between clients and attorneys, emphasizing the importance of understanding their unique origins and roles, and how this understanding can enhance legal practice and client satisfaction.

## The Distinction: Clients from Earth and Attorneys from Law School

### Who Are the Clients?

Clients are individuals or entities originating from the Earth?real people with real-life issues, ambitions, and needs. They seek legal assistance to resolve disputes, understand their rights, or navigate complex legal systems. Clients can be:

- Individuals facing personal legal issues such as divorce, custody, or criminal charges.
- Businesses needing contractual, employment, or regulatory advice.
- Non-profit organizations aiming to maintain compliance and achieve their missions.
- Government agencies seeking legal counsel for policy and administrative matters.

Key Characteristics of Clients:

- Often unfamiliar with legal terminology and processes.
- Motivated by personal or organizational goals.
- Rely on attorneys to interpret laws and advocate on their behalf.
- Expect clear communication and genuine understanding.

### Who Are the Attorneys?

Attorneys are from law school?professionals trained in the intricacies of the legal system, statutes, precedents, and procedures. They possess:

- A comprehensive understanding of legal principles.
- Practical skills in advocacy, negotiation, and legal analysis.
- Specializations in various fields such as criminal law, civil rights, corporate law, and more.
- The responsibility to interpret complex laws and apply them effectively for their clients' benefit.

#### Core Attributes of Attorneys:

- Skilled communicators capable of translating legal jargon into understandable language.
- Ethical professionals bound by legal codes and standards.
- Problem solvers who craft strategic solutions.
- Advocates committed to justice and their clients' interests.

## Understanding the Relationship: From Earth to Law School and Back

### The Communication Gap

One of the most common challenges in the legal profession is bridging the communication gap between clients and attorneys. Clients often feel overwhelmed by legal language and procedures, perceiving attorneys as distant or unapproachable. Conversely, attorneys may find it difficult to fully grasp the client's perspective if not actively engaged.

#### Strategies to Bridge the Gap:

- Use plain language to explain legal concepts.
- Practice active listening to understand clients' concerns.
- Maintain transparency about legal processes and expectations.
- Regularly update clients on case progress.

### Building Trust and Mutual Understanding

Trust is the cornerstone of a successful attorney-client relationship. Clients must feel confident that their attorneys understand their needs and will advocate vigorously on their behalf.

#### Tips for Attorneys:

- Show empathy and genuine interest.
- Be honest about case prospects and potential outcomes.
- Respect clients' values and cultural backgrounds.

- Set realistic expectations from the outset.

Tips for Clients:

- Clearly articulate your goals and concerns.
- Ask questions to clarify doubts.
- Provide all relevant information transparently.
- Be proactive in communication.

## **The Role of Law School in Shaping Attorneys**

### **Legal Education and Skill Development**

Law schools serve as the training ground where future attorneys acquire the foundational knowledge and skills necessary for their profession. This education includes:

- Understanding legal theories and principles.
- Developing critical thinking and analytical skills.
- Learning procedural law and courtroom etiquette.
- Gaining practical experience through internships and clinics.

### **Ethics and Professional Responsibility**

Law school also instills a sense of ethics, emphasizing the importance of integrity, confidentiality, and the duty to serve justice. These principles guide attorneys in their interactions with clients and the broader legal community.

### **Specialization and Continuing Education**

Beyond law school, attorneys often pursue specialization through certifications and continued learning, enabling them to serve clients more effectively within specific legal domains.

## **Enhancing Client-Attorney Interactions**

### **Effective Communication Techniques**

To ensure clients from earth receive the best legal representation, attorneys should adopt effective communication strategies:

- **Active Listening:** Pay close attention to clients' narratives and emotional cues.
- **Plain Language:** Avoid jargon; explain complex legal terms simply.
- **Regular Updates:** Keep clients informed about case developments.
- **Empathy:** Show understanding and compassion for clients' situations.

## Technology's Role in Bridging the Gap

Modern technology offers tools to improve communication and case management:

- Client portals for document sharing and updates.
- Video conferencing for remote consultations.
- Legal chatbots for immediate responses to common questions.

## Legal Ethics and Responsibilities

### Attorneys' Ethical Obligations

Attorneys must adhere to strict ethical standards, including:

- Confidentiality: Protecting client information.
- Conflict of Interest Avoidance: Acting in the best interest of the client.
- Competence: Providing knowledgeable and diligent representation.
- Honesty: Communicating truthfully about case prospects.

### Clients' Responsibilities

Clients also have roles to play in ensuring a productive relationship:

- Providing complete and honest information.
- Respecting attorneys' professional advice.
- Maintaining timely communication.
- Understanding their own legal responsibilities.

## Conclusion: Harmonizing the Earth and Law School Perspectives

Understanding that clients are from earth—real individuals with genuine concerns—and attorneys are from law school—professionals trained in the art and science of law—is vital for a harmonious legal relationship. Bridging the gap between these two worlds involves effective communication, empathy,

professionalism, and ongoing education. When clients feel understood and attorneys are equipped with the right skills and ethical mindset, justice becomes more accessible, and the legal process becomes less intimidating.

This synergy ultimately benefits society by ensuring that legal services are delivered effectively, ethically, and compassionately?helping real people from earth navigate the complexities of the legal landscape with confidence and clarity.

Clients are from Earth attorneys are from law school ? a phrase that humorously encapsulates the fundamental difference between those who seek legal representation and those who have been trained to provide it. This statement underscores the divide between laypeople navigating legal issues and the seasoned attorneys who have dedicated years to understanding the intricacies of law. In this comprehensive guide, we will explore the roles, skills, and perspectives of clients and attorneys, highlighting how their backgrounds influence their interactions, expectations, and outcomes within the legal system.

## Understanding the Fundamental Distinction

### Clients Are from Earth

Clients, in the context of legal services, are everyday individuals or organizations facing legal problems or seeking legal advice. They come from diverse backgrounds and possess varying levels of understanding about the law. Their primary focus is often on resolving specific issues?be it a contractual dispute, criminal charges, family matters, or business concerns.

### Key Characteristics of Clients:

- Limited legal knowledge
- Focused on outcomes
- Often emotionally invested
- Rely heavily on legal advice
- Possess practical, real-world concerns

### Attorneys Are from Law School

Attorneys, on the other hand, are trained professionals who have completed law school and passed the bar examination. Their education equips them with a deep understanding of legal principles, procedural rules, and strategic considerations. They interpret and apply the law to serve their clients' interests.

### Key Characteristics of Attorneys:

- Extensive legal education
- Skilled in legal analysis and advocacy
- Understand procedural nuances
- Trained to navigate complex legal systems
- Committed to ethical standards

### The Divergent Perspectives: Clients vs. Attorneys

#### The Client's Perspective

Clients approach legal issues with a focus on personal stakes and tangible outcomes. Their perspectives are often shaped by emotions, urgency, and practical concerns.

#### Common Client Priorities:

- Resolution speed
- Cost-effectiveness
- Clear communication
- Understanding their rights and options
- Minimizing stress and uncertainty

#### The Attorney's Perspective

Attorneys view legal issues through the lens of law, strategy, and precedent. They analyze facts critically, anticipate legal pitfalls, and craft arguments designed to achieve favorable results.

#### Common Attorney Priorities:

- Accurate legal analysis
- Strategic planning
- Compliance with ethical and procedural standards
- Managing client expectations
- Minimizing legal risks

### Bridging the Gap: Effective Communication and Expectations

## Why Clear Communication Matters

The difference in backgrounds and perspectives can lead to misunderstandings. Clients may expect quick fixes or misinterpret legal jargon, while attorneys aim to manage expectations through education and professional guidance.

### Strategies for Effective Communication:

- Use layman's terms when explaining legal issues
- Set realistic timelines and outcomes
- Clearly outline legal processes and potential risks
- Regularly update clients on case developments
- Encourage questions to ensure understanding

## Managing Expectations

### Attorneys should help clients understand:

- The complexity of their legal issue
- Possible outcomes, including less favorable ones
- The legal process involved
- The attorney's role and limitations

Conversely, clients should communicate their priorities and concerns openly, allowing attorneys to tailor strategies accordingly.

## Roles and Responsibilities: Clients and Attorneys

### Clients' Responsibilities

#### Clients are expected to:

- Provide truthful, complete information
- Follow legal counsel's advice
- Pay legal fees promptly
- Respect the legal process
- Maintain open communication

## Attorneys? Responsibilities

Attorneys are expected to:

- Offer competent legal advice
- Advocate zealously within the bounds of the law
- Maintain client confidentiality
- Keep clients informed
- Uphold professional ethical standards

## Common Challenges and How to Overcome Them

### Challenge 1: Misunderstanding Legal Jargon

Solution: Attorneys should simplify language and provide written summaries. Clients should ask questions and request clarification.

### Challenge 2: Unrealistic Expectations

Solution: Set clear, achievable goals from the outset. Be transparent about potential outcomes and uncertainties.

### Challenge 3: Emotional Stress

Solution: Attorneys should demonstrate empathy and patience. Clients should seek support networks and communicate their emotional state.

### Challenge 4: Cost and Time Concerns

Solution: Establish upfront billing arrangements and realistic case timelines. Maintain transparency regarding costs.

## Practical Tips for Clients Navigating Legal Matters

- Educate Yourself: Basic understanding of legal terms and processes can empower you.
- Stay Organized: Keep all relevant documents, correspondence, and notes.
- Communicate Clearly: Be honest and specific about your needs and concerns.
- Follow Advice: Trust your attorney's expertise, while voicing any doubts.
- Be Patient: Legal processes often take time; avoid rushing decisions.

## Practical Tips for Attorneys Working with Clients

- Build Rapport: Establish trust through transparency and empathy.
- Explain Clearly: Avoid jargon; ensure clients understand their situation.
- Set Boundaries: Clarify scope of representation, fees, and responsibilities.
- Manage Expectations: Be honest about possible results and timelines.
- Stay Accessible: Regular updates help clients feel involved and reassured.

## Conclusion: Harmonizing the Client-Attorney Relationship

The phrase "clients are from Earth attorneys are from law school" humorously highlights the different worlds from which clients and attorneys hail. Recognizing and respecting these differences is crucial for effective legal representation. When both parties communicate openly, manage expectations realistically, and approach the relationship with mutual understanding, they can navigate even complex legal challenges successfully.

By appreciating the unique perspectives of clients and attorneys, fostering transparency, and emphasizing education, the legal process becomes less daunting and more collaborative. Ultimately, the goal is to bridge the gap between "Earth" and "law school" to turn legal expertise into accessible, effective support for those who need it most.

**Question** What does the phrase 'clients are from Earth, attorneys are from law school' imply about the relationship between clients and lawyers? It suggests that clients come from everyday life and real-world situations, while attorneys are trained academically in law school, highlighting the difference between practical needs and theoretical knowledge. How can attorneys better understand the needs of clients who are from different backgrounds? Attorneys can improve understanding by actively listening, engaging in cultural competency training, and gaining practical experience outside of law school to connect with diverse client perspectives. Why is it important for attorneys to remember that clients come from different life experiences than their own? Recognizing this helps attorneys provide more empathetic, effective, and tailored legal services, ensuring clients feel understood and supported throughout their legal journey. What challenges might attorneys face when clients are from different backgrounds than their legal training? Challenges include communication gaps, cultural misunderstandings, and misaligned expectations, which can be mitigated through patience, cultural awareness, and clear communication. How does understanding that clients are from Earth influence legal practice and client interactions? It emphasizes the importance of practical empathy, real-world context, and personalized service, leading to stronger client relationships and more effective legal solutions. Can the concept 'clients are from Earth, attorneys are from law school' be used to improve legal education? Yes, it encourages integrating practical, real-world experiences into legal education to better prepare future attorneys to meet client needs beyond theoretical knowledge. What strategies can attorneys adopt to bridge the gap

between their law school training and clients' real-world issues? Strategies include experiential learning, internships, client-centered communication skills, and ongoing professional development focused on practical problem-solving. How might this phrase influence the way legal professionals approach client counseling? It promotes a client-focused approach, emphasizing understanding clients' everyday realities and tailoring legal advice to their specific circumstances. In what ways does recognizing the difference between clients from Earth and attorneys from law school improve legal outcomes? It fosters empathy, effective communication, and tailored solutions, ultimately leading to higher client satisfaction and more successful legal resolutions.

**Related keywords:** clients, earth, attorneys, law school, legal profession, clients from earth, lawyers, legal education, law practice, attorney services

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